

# Municipality Dramatically Cuts Costs and Improves Enterprise Content Access with Gimmel

## Industry

Municipal Government

## Customer

A United States municipality with over a quarter million residents who owns and operates electrical, water, wastewater utilities, and emergency services.

## Technologies Employed

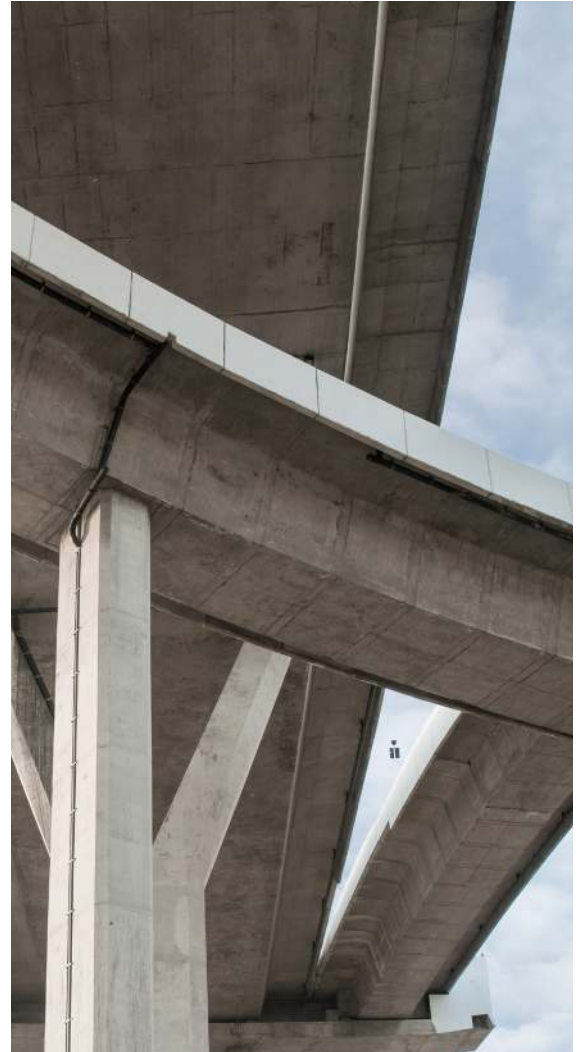
- Gimmel Link
- Microsoft SharePoint 2019

## Challenges

- Although the existing OpenText solution was used solely for storing SAP transaction related documents, it demanded a large budget due to its high cloud and maintenance costs.
- Document access was not available to users across the enterprise without additional, expensive user licenses.
- Due to high costs, there were limited OpenText user licenses with existing spend. As a result, not all SAP users had document access through the current solution.
- The mandatory upgrade of OpenText was an expensive project required for remaining “in support”.
- There was a proprietary skillset needed for OpenText that required engaging with costly consultants.

## Results

- The municipality deployed Gimmel Link to connect and store SAP documents in their Microsoft SharePoint 2019 environment.
- They consolidated these documents into an enterprise-wide SharePoint environment for content management that all users had appropriate access to.
- The affordable implementation, lower maintenance and support costs, and reduced need for consultants resulted in a vastly lower total cost of ownership.
- The return on investment of implementation was realized in less than one year, and they saw a 70% reduction in annual maintenance and support costs.
- Documents are now available for integration into the broader business processes outside of the SAP system.



## Background

The annual maintenance and support cost of operating the existing OpenText solution for storing the municipality's SAP documents totaled around \$100,000. However, that did not include enough user licenses for SAP users to access the solution. In order to have enough user licenses, the one-time purchase cost was expected to be close to \$500,000. This also meant doubling the maintenance and support fees to around \$200,000. This spend was in addition to the costs for hosting the solution in the cloud.

Further consulting fees for an assessment of the OpenText upgrade and the subsequent required customizations were assessed at close to \$70,000.

Additionally, the skills required for maintaining the OpenText solution were not available "in house" which meant that consultants would be needed, further ballooning the total cost of ownership.

## Solution

SharePoint with Gimmal's Link was chosen because it controlled costs while enabling content to be more widely available to the appropriate users. Gimmal link provided bi-directional capability. As a result, the context for the documents stored in SharePoint can now be preserved and available to search. This also made business processes such as records management available.

In addition, the expertise and skills required for operating SharePoint are available within the organization and are easy to learn for newcomers. This reduces consulting costs and makes hiring and utilizing existing staff easier.

Overall, Gimmal Link replaced the capabilities of the OpenText solution with a much more favorable long-term total cost of ownership.

## Software & Services Used

- Gimmal Link
- Implementation and Migration Services

## Results

By using Gimmal Link to store SAP business transaction related documents in Microsoft SharePoint, the municipality projects dramatic cost savings. They can implement and operate a system for ten years at the same price of two years of just maintenance and support on the existing OpenText solution and the need for customization and upgrades. With documents and content stored in SharePoint, it is possible for all users who have a business need to access these documents. With

this functionality, the Municipality can utilize records management using the same tools as they would for other areas of the business.

The Gimmal solution enables Microsoft SharePoint to be a true enterprise-wide content management system, including the business essential documents and content related to SAP ERP transactions. This municipality will now be able to consolidate how documents are accessed and managed across the organization, reduce total operating costs, and utilize Microsoft SharePoint to its fullest extent.

